

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: STUDENT DATA SPECIALIST

BASIC FUNCTION:

Under the direction of the Manager-Data Systems, and with guidance from the Database Administrator, coordinates, with the County Office, and district personnel, to process, prepare, stage, validate, and present data in a timely and accurate manner, used by the County Office and school districts; assists with data management and processing for data warehousing, DataZone, and other applications; supports data analysis and data driven decision-making, which includes, but is not limited to generating and auditing reports and files, and providing technical assistance and training as needed.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

Works with customers, including County Office departments, and school districts to verify and maintain the completeness, conformity, consistency, accuracy, timeliness, and integrity of data extracted and loaded from department and district source systems into the County Office data systems, including the data warehouse (DataZone).

Receives data from departments and school districts; inputs and codes data into assigned systems; extracts data as needed; prepares and maintains a variety of records and files related to work; assists in providing information and data for reports, including mandated reports.

Reviews, audits, and verifies the accuracy of work for completeness and compliance with applicable laws, regulations, and procedures.

Collaboratively works with and effectively communicates with the data warehouse team, other departments, administrators, governmental agencies, and outside organizations to collect and provide data and exchange information; notifies users of system changes; coordinates activities, and resolves issues or concerns.

Under the guidance of the Database Administrator, fits standard data warehouse dashboards to meet district requirements.

Provides or coordinates troubleshooting support and regular maintenance for data dashboards; assists in resolving DataZone user access issues.

Attends and participates in assigned meetings, in-services, and workshops; assists with developing and delivering trainings and instructional materials to the DataZone user community, and as needed.

Operates a computer, a variety of software, and other office equipment as assigned; drives a vehicle to conduct work as assigned.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Current laws, guidelines, regulations and rules related to student information systems and storage of sensitive or confidential data within databases.
Student information systems (Operational experience required with one or more of the leading SISs; i.e., Aeries, Infinite Campus, PowerSchool, etc.).
Customer service techniques and excellent interpersonal skills and techniques.
Relational database structure, design and implementation.
Structured query language (SQL).
Data warehouse concepts.
Data analysis concepts.
Microsoft Office suite (Excel expertise required).
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Correct English usage, grammar, spelling, punctuation and vocabulary in either written or oral communication, as applicable.

ABILITY TO:

Think clearly and logically, use good judgment, and make appropriate decisions.
Read, interpret, apply, and explain laws, codes, rules, regulations, policies and procedures.
Maintain current knowledge of laws, rules and regulations related to student information and data storage.
Extract and organize data from source systems in various formats to reconcile with data warehouse dashboards.
Apply technical knowledge using a structured troubleshooting methodology to successfully resolve user problems.
Communicate effectively both orally and in writing.
Utilize interpersonal skills of courtesy, tact, diplomacy, patience and professionalism.
Establish and maintain cooperative and effective working relationships with others including the application of good customer service principles.
Maintain confidentiality of sensitive and privileged information.
Operate a computer and assigned office equipment.
Analyze situations accurately and adopt an effective course of action.
Meet schedules and timelines.
Work independently with little direction.
Plan and organize work.
Maintain of a variety of records related to assigned activities.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Associate's degree in computer science, information systems, mathematics, or related field and three years increasingly responsible experience in data bases and information systems. Experience with student information systems is preferred.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information and make presentations.

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Walking, bending, reaching, standing, stooping, and lifting lowering, pushing, carrying, or pulling up to 20 pounds.

Approved by the Personnel Commission: July 13, 2016



Kristin Olson
Director-Classified Personnel Services

Date: 07/13/2016